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IMS Reporting System and Incident Management in Operations Centre

Incident management in Operations Centre encompasses the incident handling and resolution processes. Incidents are, for example an unexpected data outage, may be identified by station operators, or by the Operations Centre through an automated scripts. Any incidents are recorded using the IMS reporting System (IRS). IRS was created as a way to structure and record email correspondence between operators of station or laboratory facilities and IMS staff related to operation and maintenance of the facilities. IRS supports structured emails (with different types of reports like PR, OR, CCR, CCN, MR, LOR, LON). A Web based GUI with integrated Control Panel helps to manage it effectively. The main components of IRS are: Email handling, Database, Web Interface, Alert manager, and Control Panel (Incident management). CTBTO with support of DTRA is moving towards an Integrated Incident Reporting System (IRS2) based on JIRA that positions the organization to manage system wide issues across common platform. The overall goal of the IRS2 implementation is to: Enhance reporting capabilities and data mining; Solidify system sustainability; Efficient, reliable, and friendly use; Design simplicity; Improve inter-operability among CTBTO systems.

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